

# Procedural Manual for Hayward, CA

## Response Times and Deadlines

Process:	Time frame:
Send to police authorization	Within 7 days of violation date
Police authorization	Will occur within 3 days of receipt
Mail out violation	On or before the 11th day from the violation date
Returned Nomination	No limitation
Process Nomination	Must be mailed within 15 days from police authorization
Readdressing	returned with yellow tag: put in new envelope, no fwd address: no dismissal
Retain issued citation data	For 6 months
Legal or contractual obligation	legal obligation :: may not issue notices after timeframe :: will go too old after 15 calendar days from date of violation

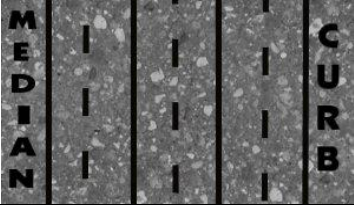

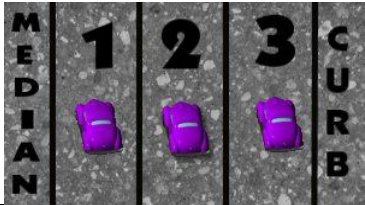
## V1 - Special Notes for Hayward

1. If a vehicle makes a U-Turn, as long as you can capture the plate and the face, process. If the face or plate is out of frame, reject as No Offence – Other.










2. Always make sure you watch the video. Make certain there are no issues (e.g. running short, missing footage); if there are, report them to your Team Lead/Supervisor immediately.




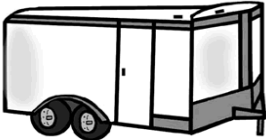








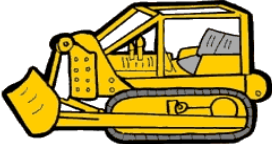


3. The Reset button must be used prior to making any changes to a plate read (including changing the state) or for restarting an incident after it has been reset during QA.













## Lane Numbering

Situation	Example	City Requirements	Example
Lane layout		 <p>From median to curb (1,2,3)</p>	

## V1- Vehicle Types and Required Response


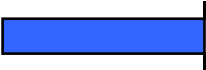





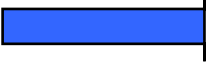


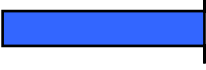




Situation	Example	Send to Police?	Information
Car	 		
Truck	 		
Emergency vehicle in code 3 (lights on)	 		<p>If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Hayward, CA 00000</p>

Emergency vehicle not in code 3 (lights off)				If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Hayward, CA 00000
Trailer plate				<u>Reject Reason: Plate Obstruction</u>
School bus				If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Hayward, CA 00000
Motorcycle without helmet				For motorcycle WITH helmet, see <u>V1- Situation Criteria and Required Response.</u>
Tractor (and other farm equipment)				If plate is clear, then process.













Semi-truck or extended vehicle				If you can get the FRONT plate, then process. If not: <u>Reject Reason: Extended Vehicle</u>
Bus (city registered)				Mark as corporate/ incomplete and send to: NOF 123 Any St Hayward, CA 00000
Tractor trailer				If you can get the FRONT plate, or the rear plate on the TRACTOR, then process. If not: <u>Reject Reason: Plate Obstruction</u>
Garbage/ dump trucks				If info comes back- process. If not, mark as corporate/ incomplete and send to: NOF 123 ANY ST Hayward, CA 00000


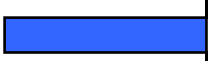




## V1- Situation Criteria and Required Response

### Obstruction










Situation	Example		Send to Police?	Information
Plate is partially or totally blocked				You can't process a citation without a complete plate number. <u>Reject Reason: Plate Obstruction</u>
Vehicle is blocked and the stop bar is not visible				If the intersection has video, then process. If the intersection does not have video: <u>Reject Reason: Vehicle Obstruction</u>
Traffic signals are blocked				<u>Reject Reason: Signal Obstruction</u>
Face is partially obstructed (visor, sunglasses, hats) or driver is ducking				If more than 75% of the face is visible, then process. If not: <u>Reject Reason: Driver Obstruction/Duckers</u>
Motorcycle with helmet				If more than 75% of the face is visible, then process. If not: <u>Reject Reason: Motor Cycle Helmet</u>

## Registration

Situation	Example		Send to Police?	Information
No plate on car				<u>Reject Reason: Paper Plates</u>
Out of state plate				
Out of country plate				<u>Reject Reason: Out of Country Plate</u>
Can not identify state of plate				Add a comment, and place on hold in Ops Request. <b>Inform supervisor.</b>
Dealer plates on vehicle				If info comes back- process. If not, mark as corporate/incomplete and send to: NOF 123 ANY ST Hayward, CA 00000

Paper plates on vehicle				Paper plates usually only have the dealer's name on them. <u>Reject Reason: Paper Plates</u>
Vehicle has a handicapped/disabled plate				Enter the plate exactly as it appears. (Ex: 99770DP) Batch lookup will not return any information- manually look it up in the CA DMV.

## Policy/Weather







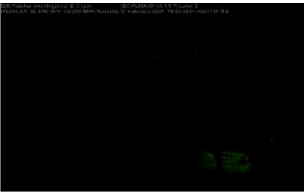





Situation	Example		Send to Police?	Information
Heavy fog, rain, snow, e.t.c.				If the violation and plate are clear, then process. If not: <u>Reject Reason: Weather/Nature</u>
Sun glare on windscreen- can't see driver's face				<u>Reject Reason: Sun Glare</u>
Accident				Log the accident in the "Accident Log" and process.

Funerals, parades,  
and police directed  
intersections


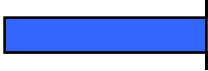



Reject Reason: Road  
Restrictions





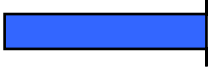

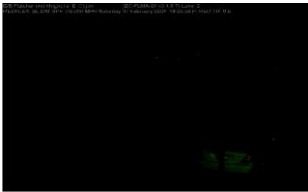





## Face Issues

Situation	Example		Send to Police?	Information
Face is too blurry to see				<u>Reject Reason: Face Camera Focus Blurry</u>
Face flash is not strong enough or too strong				<u>Reject Reason: Face Camera Flash Inappropriate</u>
No flash in face shot				<u>Reject Reason: Face Camera No Flash</u>
Face is not in face shot				<u>Reject Reason: Face Not in Frame</u>


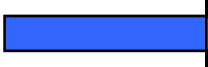









Passengers			Mask passenger faces	
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## Plate Issues








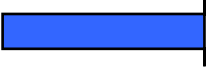


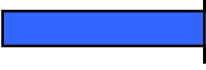


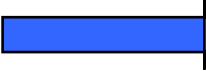

Situation	Example		Send to Police?	Information
Plate is too blurry to see				<u>Reject Reason: Rear Plate Camera Blurry</u>
Plate flash is not strong enough or too strong				<u>Reject Reason: Rear Plate Flash Inappropriate</u>
No flash in plate shot				<u>Reject Reason: Rear Plate No Flash</u>
Plate is not in plate shot				<u>Reject Reason: Plate Not in Frame</u>

## Scene Image Issues




Situation	Example		Send to Police?	Information
Scene image is too blurry to see				<u>Reject Reason: Scene Image Blurry</u>
Scene image flash is not strong enough or too strong				<u>Reject Reason: Scene Image Flash Inappropriate</u>
No flash in one or both scene images				<u>Reject Reason: Scene Image No Flash</u>


## No Offense Issues

Situation	Example		Send to Police?	Information
No offense is being committed (doesn't fit into other categories)				<u>Reject Reason: No offense - Other</u>

Camera triggers when no cars are moving or no cars are present				<u>Reject Reason: No offense-False Trigger</u>
Vehicle slams on brakes and stops				<u>Reject Reason: No offense-Screeching Stop</u>
Yellow with Red				<u>Reject Reason: Yellow with Red Light</u>
Car is turning right on red				If vehicle does not make a complete stop, then process. If not: <u>Reject Reason: No offense- Turn Trigger</u>
Vehicle is after stop bar when the light turns red				<u>Reject Reason: No Offense-After Stop Bar</u>













Vehicle decides to go straight when in a left turn lane




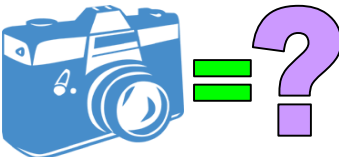








Hayward processes for "Straight on Left" (see notes).  
 If plate or face is out of frame, then: Reject Reason:  
No offense- other

## Other Issues

Situation	Example		Send to Police?	Information
Plate looks white with no numbers				Be sure to check for the front plate first! <u>Reject Reason:</u> <u>Plate Burn Out</u>
One or more images are missing				<u>Reject Reason: Image Missing</u>
One or more images are distorted				<u>Reject Reason: Digital Distortion</u>
Databar information is incorrect or unreadable				<u>Reject Reason: Databar Unreadable/Incorrect</u>

Incident is missing video				Check to make sure video is present. <i>Always</i> watch the video to make certain it lasts the proper amount of time, as well as checking if the violation occurred.
Other camera issues				<u>Reject Reason: Misc Camera Issues</u>

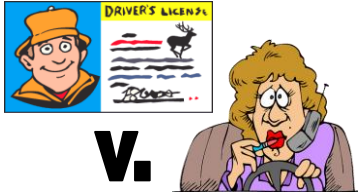



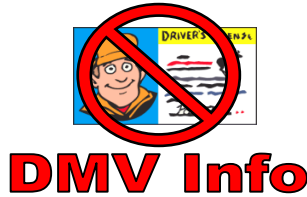

## V2 - Special Notes for Hayward













1. <u>OUT OF STATE PLATES</u> : As long as there is a gender match, if NLETS returns a DOB, leave it in and make sure to choose the appropriate state.
2. The system requires information to be entered in both the number and street fields. That is, if the address is PO Box 123, "PO Box" must be entered in the number field, and "123" is entered into the street field.
3. Please delete all special characters in the V2 Stage except '&'. Delete periods (ex. P.O. Box), Dashes, Slashes, Commas, Hyphens (between last names - ex. Doe-Smith), and % (ex. %SR).
4. For Nevada plates only: please make sure that you use the correct address for DTG Operations (DTG, Dollar Rent A Car and Thrifty Car Rental.) 98 E Warm Springs Rd, Las Vegas, NV 89119.
5. When processing V2's, please make sure to include ALL details that come back from the DMV.

6. If a vehicle comes back registered to Alamo (regardless of state plate), please use the following address: Alamo, Po Box 22233, Tulsa, OK 74121.

7. All vehicles registered to Wal-Mart in Pauls Valley, OK should be sent to: Private Fleet Safety Department, 311 N Walton, Mail Stop 650, Bentonville, AR 72716-0650.

## V2 and Manual Lookup Information

Situation	Example	Send to Police?	Information
Gender mismatch of driver (DMV record v. Redflex picture)			Mark as corporate/incomplete.
Vehicle make/model mismatch (DMV record v. Redflex picture)			<u>Reject Reason: Wrong or No DMV</u>
No DMV Information			Mark as corporate/incomplete and send to: NOF 123 ANY ST Hayward, CA 00000

Vehicle owner comes back as a business				Mark as corporate/incomplete.
Registered owner's address is protected under law (street address doesn't come back from the DMV)	 Hayward PD			Mark as corporate/incomplete and send to: NOF 123 ANY ST Hayward, CA 00000
Both a physical address AND a PO Box address was returned for the registered owner	<b>John Doe</b> <b>123 Any St. /</b> <b>PO Box 12345</b>			If you have a DL number, you MUST use the address that matches the driver's license. If you can't find a DL, always enter the PO Box address.
No drivers license number and date of birth	D.O.B: 07/07/1977 DL#: D0017504			<u>CA Plates:</u> Mark as corporate/incomplete. <u>Out of State Plates:</u> If DOB is returned, leave it in and choose appropriate state.
No license details	Eyes: Blue Hair: Brown Height: 6'01" Weight: 180 lbs			Mark as corporate/incomplete.